

Appendix F: Worksite Success Story



ARUP Laboratories promotes healthy lifestyles and weight management to its employees through a variety of avenues, including an on-site employee health clinic, Wellness Center, café, and other health-related programs.

ARUP's **on-site employee health clinic** has been one of ARUP's most innovative and creative endeavors, treating approximately 800 people a month. The clinic is free to all employees (not just full-time or those covered by insurance), their dependants and retired employees and their dependants. The clinic is supervised by an M.D. from the Department of Family Practice at the University of Utah. There are two physician assistants who cover the daily office visits. They are supported by four medical assistants and a receptionist. Although the clinic can handle workplace emergencies, it generally handles urgent care (headaches, sore throats, fever, etc.) and routine care (physical exams, well-child check-ups, vaccinations, Pap smears, blood work, allergy shots, etc.).

ARUP recently remodeled a 2,800 square-foot space for a new **Wellness Center** where employees and their spouses have lockers, showers, exercise equipment and classes, as well as a trained staff at their disposal 24 hours a day.

Employees who typically would find it difficult to fit exercise into their busy lifestyles are now able to get up to 30 minutes a day on company time by taking advantage of 15-minute exercise classes

held during their daily breaks. It is not uncommon to pass by the Wellness Center and see men and women, dressed in business attire, participating in abs, lift, step, stretch, or circuit classes. One woman who regularly attends the classes during her breaks happily reported increases in muscle tone and the loss of a clothing size.



"Upper management support for employee health and wellness is one of the keys to our program's success," said ARUP Wellness Director Rebecca Fietkau. "The commitment to wellness here starts at the top." ARUP's CEO, Dr. Carl Kjeldsberg, for example, not only endorses the company's wellness offerings, but he also gets out and walks with his employees every Thursday at noon. He also presents a monthly award (valued at \$300) which highlights employees who have made impressive health behavior changes. Their inspiring stories, which often include impressive amounts of weight loss, are found in the monthly employee newsletter.

Last year, ARUP opened its **on-site café, The View**, which offers breakfast,

lunch, dinner, and an evening meal from 11:30 p.m. – 1:30 a.m. Fresh fruits and vegetables are always available. Since opening, additional efforts have been made to improve the healthy offerings of the café. This includes the elimination of 32 oz. fountain drinks, changes in the prevalence of regular potato chips, creamy soups, and high-calorie desserts. Instead of tempting treats located by the check out register, employees find fruit, pretzels, or healthy trail mix combinations. More positive health offerings are actively in the works.

In 2004, ARUP implemented a **Preventive Medical Program**, under the direction of the physician in charge of ARUP's on-site health clinic with two Physician Assistants and the Wellness Coordinators. As part of this program, the most common health problems and complaints at ARUP are identified and then leaders develop a program to prevent or help reduce those problems/complaints. It is meant to be preventative as well as educational for employees. For instance, employees may suffer from weight-related problems, so the director, physician assistants, and wellness coordinators help plan more nutritious meals with the kitchen staff and identify each day in the cafeteria which foods contain what elements (such as which foods are low carb, high fat, low fat, etc.).

Other on-site wellness programming has facilitated healthy lifestyle and weight management success for ARUP employees. For example, a group of 35 employees participated in **Weight Watchers at Work**, and they lost nearly 900 pounds in nine months! Some participants' success went beyond looking and feeling better and translated into a reduction or elimination of previously

needed blood pressure and blood lipid controlling medications.



Individual weight loss and healthy behavior change consultations are also available free of charge with Wellness Center staff. One woman who meets regularly with the staff successfully lost 65 pounds and is on her way to reaching her goal of a hundred pound loss. The 5 A Day (fruits and vegetables) incentive program facilitated healthy changes in another woman's diet. Her subsequent weight loss further motivated her to start riding an exercise bike and lifting weights during her work breaks. Through "The Amazing World Race" incentive, a gentleman began exercising and eating a healthier diet. He lost 80 pounds over the next 10 months and returned to the level of fitness he enjoyed in his younger years.

These benefits have gone a long way toward winning ARUP the loyalty of its nearly 1,800 employees. Employees enjoy the positive work environment, are very happy with their benefits, and ARUP is pleased with the positive feedback from employees, the increase in morale and job performance, and the obvious health benefits to its employees. It has turned out to be a win-win situation for everyone involved.